



COMPLAINTS & APPEALS POLICY

Complaints and appeals are managed fairly, efficiently and effectively. EMTS Training Solutions creates an environment where clients or learners' views are valued. Any person wishing to make a complaint against EMTS Training Solutions, concerning its conduct as a Training Provider, or an appeal regarding an Assessment decision, shall have access to the complaints and appeals procedure.

All formal complaints and appeals will be heard and decided on within 15 working days of receiving the written complaint or appeal. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

PROCEDURE

Complaints arise when a client or learner is dissatisfied with an aspect of EMTS Training Solutions services and requires action to be taken to resolve the matter. Appeals arise when a client or learner is not satisfied with a decision that EMTS Training Solutions has made. Appeals can relate to assessment decisions, but they can also relate to other decisions. Persons with either a complaint or an appeal have access to the following procedures:

INFORMAL COMPLAINT (OR FEEDBACK)

The initial stage of any complaint (or feedback) shall be for the client or learner to communicate directly with EMTS Training Solutions Staff, Tutors or Directors. Clients or Learners dissatisfied with the response to the informal feedback or complaint may initiate a formal complaint.

FORMAL COMPLAINT OR APPEAL

The informal complaint procedure should be used first.

Formal complaint / appeal forms are available from administration, all completed forms are to be lodged with administration, and then forwarded to the Company Director. All information will be kept strictly confidential.

An acknowledgement letter is to be forwarded to the applicant upon receipt of the complaint. The Company Director will at this point organise a meeting to discuss their concerns. The student may be accompanied by one other person as support or as representation.

Both parties; the student and the relevant staff member shall be given an opportunity to present their case to the Company Director. Students will receive an outcome statement within 5 working days of making its decision.

In consultation if an amicable result cannot be achieved the student may access 3rd party intervention.

Assessment appeals are dealt with through our Assessment Regulations and Appeals Policy, please refer to this policy if an appeal is being made regarding examination or assessment results.

PHECC's Appeals Policy

An applicant has the right to appeal an unsuccessful new or renewal application to the PHECC Appeal Panel. The procedures of the Appeal Policy set out the way such appeals are conducted. A copy of the policy/procedures is available from PHECC's website.

Version	Date	Details
1	December 2016	Initial mission statement Doc.
2	March 2017	Inclusion of Director signature, company footer logo and corrections.
3	May 2017	Inclusion of PHECC's Appeals Policy
4	November 2023	Update & Review